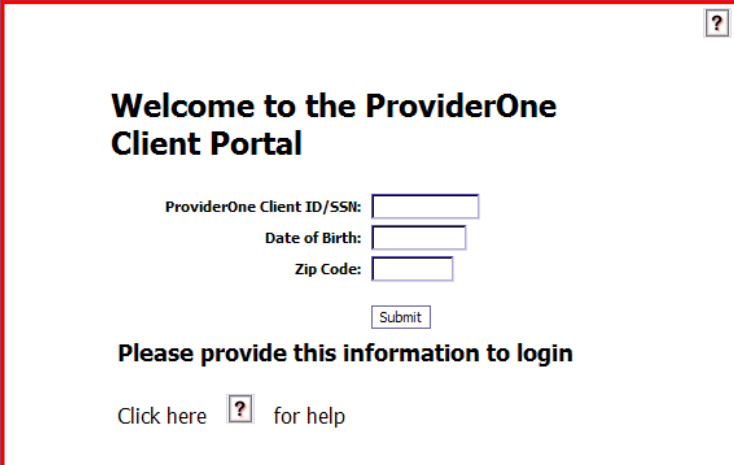


How to Change Enrollment in a Healthy Options Plan Using the ProviderOne Client Web Portal

1. Go to <https://www.waproviderone.org/client>


Note: You cannot access this website from a DSHS or HCA networked computer.

2. Enter the client's ProviderOne ID Number (123456789WA) or Social Security number, Date of Birth, and Zip Code and click *Submit*.



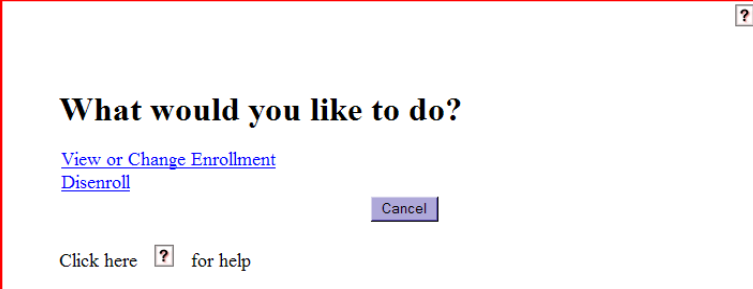
A screenshot of the ProviderOne Client Portal login page. The page has a white background with a red border. In the top right corner, there is a small square icon with a question mark. The main heading is "Welcome to the ProviderOne Client Portal" in bold black text. Below this, there are three input fields: "ProviderOne Client ID/SSN:", "Date of Birth:", and "Zip Code:". Each field has a small rectangular input box. Below the input fields is a "Submit" button. Underneath the button, it says "Please provide this information to login". At the bottom, there is a link that says "Click here" followed by a small square icon with a question mark and the text "for help".

3. Click *Enrollment*.



A screenshot of a menu page titled "What would you like to do?". The page has a white background with a red border. In the top right corner, there is a small square icon with a question mark. Below the title, there are four blue hyperlinks: "Enrollment", "Plans Available", "Client Survey", and "Logout". At the bottom, there is a link that says "Click here" followed by a small square icon with a question mark and the text "for help".

4. Click *View or Change Enrollment*. Do not try to disenroll using this tool.



A screenshot of a menu page titled "What would you like to do?". The page has a white background with a red border. In the top right corner, there is a small square icon with a question mark. Below the title, there are three blue hyperlinks: "View or Change Enrollment", "Disenroll", and a "Cancel" button. At the bottom, there is a link that says "Click here" followed by a small square icon with a question mark and the text "for help".

5. Client information and current plan are displayed. Click *Change Enrollment*.

The screenshot shows the ProviderOne Client Portal interface. At the top, there is a yellow header with the "ProviderOne" logo and the text "Client Portal". Below the header, a blue bar contains the "ProviderOne Client Id:" field with the value "12344568WA" and the "Client Name:" field with the value "Doe, John".

Below the blue bar, the following information is displayed:

- Program: HO-Healthy Options
- Plan: 105010201-Molina Healthcare of Washington, Inc
- Start Date: 10/01/2008
- End Date: 12/31/2999
- Enrollment is: Mandatory
- Enrollment Reason: Auto Assignment

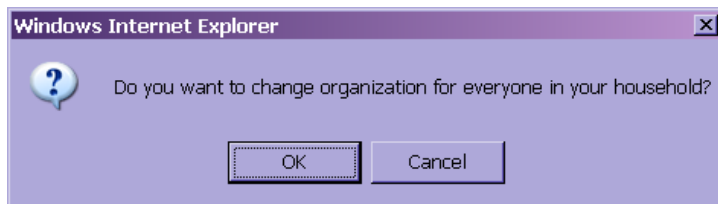
Below this information, the "Household Members:" section contains a table:

ProviderOne Client Id	Name Of Client	Start Date	End Date	Relationship
12344568WA	Doe, John	10/01/2008	12/31/2999	CH
12344567WA	Doe, Jane	10/01/2008	12/31/2999	OP

Below the table, there are four buttons: "Accept Enrollment", "Change Enrollment", "Do Not Enroll", and "Cancel".

At the bottom, there are two links: "Click here for help" and "Click here for login and Provider lookup".

NOTE: If there is more than one person in the household, the pop up box below will appear. Click *OK*. Everyone in the household must have the same plan. There are some exceptions. Please call Medicaid customer service at 1-800-562-3022 for help.



6. Choose the plan your client is requesting and click *Ok*.

ProviderOne Client Portal

ProviderOne Client Id: 123456789 Client Name: Doe, John

Available Plans:

Choose One:

	Plan	Phone Number
<input checked="" type="checkbox"/>	105010101-Community, Health, Plan, of, Washington	8004401561

Ok Cancel

Click here for help Click here for login and Provider lookup

7. Click *Accept Enrollment*, then click *OK* in the pop up box to make this change effective.

ProviderOne Client Portal

ProviderOne Client Id: 123456789W Client Name: Doe, John

Program: HO-Healthy Options Plan: 105010101-Community, Health, Plan, of, Washington

Start Date: 08/01/2010 End Date: 12/31/2999

Enrollment is: Mandatory Enrollment Reason: Client Choice

Household Members:

ProviderOne Client Id	Name Of Client	Start Date	End Date	Relationship
123456789WA	Doe, John	10/01/2008	12/31/2999	CH
123456781WA	Doe, Jane	10/01/2008	12/31/2999	OP

Accept Enrollment Change Enrollment Do Not Enroll Cancel

Click here for help Click here for login and Provider lookup

Windows Internet Explorer

Are you sure want to enroll?

OK Cancel

8. To enter the patient's primary care provider, or pregnancy or surgical information, click *Click Here* in the *Sign-up Form Details* column. If you choose not to enter that information click *Ok* to complete the plan change.

ProviderOne Client Id	Name Of Client	Start Date	End Date	Relationship	Sign-up Form Details
123456789WA	Doe, John	08/01/2010	12/31/2999	Self	Click Here
123456788WA	Doe, Jane	08/01/2010	12/31/2999	CH	Click Here
123456787WA	Doe, Jack	08/01/2010	12/31/2999	OP	Click Here

9. If you choose to enter additional information for each household member, we send the information to the health plan to help with PCP assignment and care coordination. Enter the applicable information and click *Ok*. Do this for each household member.

ProviderOne Client Id: 123456789WA Client Name: Doe, John

PCP Choice: Dr. Smith
Pregnancy Due Date: 07/04/2010 Pregnancy Doctor: Dr. Jones Provider Contact Number: 360-111-1111
Surgery Date: 08/01/2010 Surgery Doctor: Dr. Howard Provider Contact Number: 360-222-2222

Do you have any special medical condition or developmental delay?: ☒

In general, how would you rate your overall health now?: 2-Very Good

Click here for help

10. When finished entering details click *Ok*.
11. Click *Logout* on the Enrollment Confirmation screen to end the session.